

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of)
Howard M. Lee)
5 Serial No. 10/721,704) Group Art Unit: 3624
Filed: November 25, 2003)) Examiner:
10 For: Audio/Video Service Quality Analysis Of) Mansfield, Thomas L.
Customer/Agent Interaction))
Customer/Agent Interaction)

RESPONSE TO RESTRICTION REQUIREMENT

15 Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Examiner Mansfield:

20 In response to the Restriction Requirement mailed on September 1, 2009, for the above-referenced patent application, please enter the following amendments and remarks. A petition for five-months Extension of Time is included. 37 C.F.R. § 1.136(a).

A listing of the Claims begins on page 2.

25 Remarks begin on page 18.